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the central news

Executive Office for Administration and Finance

Central Business Office

Volume VII

Winter, 2000

GOVERNMENT DOCUMENTS COLLECTION

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From the Desk of Mary Ann Bradley...

With the first quarter of the new millennium well underway, I feel it is important to recognize the extraordinary effort that took place to ensure a seamless transition into the year 2000.

CBO staff, oversight entities, department heads, and numerous employees have worked diligently over the past twenty-four months to ensure that it would be business-as-usual on Monday, January 3, 2000, as well as on February 29, 2000, leap year—the final Y2K hurdle. During this time, continuous reporting, collection and analysis of survey responses, testing of mission-critical systems and business applications, as well as the upgrading of equipment and software took place to ensure compliance.

The Commonwealth has also launched into new territory with the official implementation of HR/CMS. Now that February has come to a close, so too has the official transition from weekly to bi-weekly payroll. The focus on direct deposit participation, updating credit union and banking information, and identifying training needs has brought us to a state of acceptance and implementation for the remainder of the first quarter.

Although many people may not realize the time and effort spent to ensure that such initiatives (Y2K and HR/CMS) are implemented successfully, we should all thank our colleagues behind the scenes who made this a seamless process.

notables...

ROSEMARIE DAY, former Assistant Secretary for Management and Operations at ANF, has taken on a new role at the Department of Revenue (DOR) as the Director of Child Support Enforcement. During her tenure at ANF, Rosemarie took the lead on many key initiatives such as construction reform, Saltonstall relocation, and the abolition of county government. The staff at the CBO wish to thank Rosemarie for her support and guidance during the past two years. We will miss working with her.

Also new to ANF are the following appointments:

PETER FORMAN joined the staff in January as the new Under Secretary. Mr. Forman was formerly the Plymouth County Sheriff, and has served in state government as a Representative from Plymouth, and also served as the House Minority Leader.

HARRY GROSSMAN is the new ANF legal counsel. Harry was formerly the First Deputy Commissioner at DOR, and has also worked within the Division of Local Services.

We look forward to working with all of the new appointees.

The Fiscal Affairs Division has also undergone some major changes in the last quarter. TOM GRAF, the former Budget Director for the Commonwealth, has accepted the position of Executive Director of the Massachusetts Educational Financing Authority (MEFA).

MARTHA WALSH, the former Deputy Budget Director, has joined DOR as the Director of Administration and Finance.

Both Tom and Martha have been invaluable resources to ANF, the Governor's Office, and state departments. We wish them continued success in their new roles.

The CBO would also like to welcome ANN REALE COLLINS, who assumed the position of Budget Director

(Continued on page 5)

The Latest from Human Resources

W-2 Distribution

The target date for mailing 1999 W-2 forms was January 21, 2000. Along with the W-2, a copy of the Comptroller's Tax Reporting for Commonwealth Employees Memo and a Department of Revenue Notice should have been mailed to employees' home addresses.

The PMIS production run of December 27, 1999 (for pay week ending 12/25/99), produced the final employee compensation to be reported in tax year 1999.

If your address has changed recently, or if you have not received your W-2, please notify the Central Business Office as soon as possible. A duplicate W-2 form will be printed and sent to your home address. Change forms for federal and state taxes are available on the CBO website at: www.anf-cbo.state.ma.us.

Family Friendly Benefits and Policies

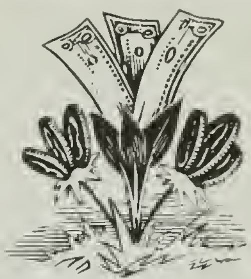
Governor Paul Cellucci and Lt. Governor Jane Swift developed a package of "Family Friendly" employee benefits and policies that will allow the Commonwealth's Executive Branch agencies to attract and retain skilled employees, while setting an example for both public and private organizations to follow.

A few of the benefits included in the new "Family Friendly" policy:

- Increased unpaid FMLA leave entitlement from twelve weeks to fifty-two weeks for the purpose of birth, adoption, foster placement, or serious illness of the employee or the employee's child, spouse, or parent.
- Increased portion of the above leave that is paid—from one week to two weeks—for certain situations.
- Allowance of up to twelve weeks of accrued sick leave to be used for parental leave.
- Increased allowable use of accrued sick leave form the current two weeks per year, to twelve weeks per year for serious illness in the immediate family.

The entire "Family Friendly" policy will be implemented soon. If you have any questions, feel free to call the Central Business Office at 727-8181, and ask for your agency liaison.

Fiscal Bulletin



Budget Unit Update

The FY2000 General Appropriation Act (GAA) was finally approved and loaded into the MMARS system in late November. The FY2000 spending plans and FY2001 maintenance numbers were also approved. The budget unit is now working to process intersubsidiary transfers (TS's) to align subsidiaries according to the approved spending plans. Once this is complete, it should be business-as-usual.

Additionally during February, the budget staff worked with agencies to complete House and Senate Ways and Means questions, and to submit them according to established due dates.

FY2000 Financial Reports and Payroll Projections are continually updated and submitted to agencies on a monthly basis. Some agencies have asked for customized reports, and those are also completed per the request. Meetings take place on an as-needed basis, and upon request from the agency liaison. Please feel free to let us know if you would like to schedule time to review your accounts.

The FY2000 *Affirmative Market Program* benchmarks have been completed and submitted to the Executive Office. In early March, all agencies will receive a status of activity to date. As always, we urge you to continue to do business with minority and women-owned businesses whenever possible. If you have any questions as to the availability of a minority or women-owned business, please contact the CBO.

Accounts Payable Update

Date Stamping

It is more critical than ever to ensure that your invoices are date-stamped. The Office of the State Comptroller (OSC) is reviewing the payment practices of the Commonwealth. OSC updated MMARS Memo 289 to remind agencies to date-stamp all invoices. The date-stamp will be used as the payment voucher (PV) date, which determines the scheduled pay date. The scheduled pay date is the date that payments are issued to the vendor, and it is based on the number of days specified by object codes for the goods or services received. The Commonwealth is paying 75% of its bills in 30 days, and the overall goal is to increase it to 95%.

Streamlining the Payment Process

In an effort to increase the bill-paying at the CBO, the accounts payable staff has developed procedures to eliminate the write-up of the payment vouchers. Instead, the information will be entered directly from the invoice into the MMARS system. We would like to thank those of you who responded to our request for your input on these new procedures. Based on the positive feedback, we began implementing the new procedure for most of the agencies on January 10, 2000.

Encumbrance Review

The accounts payable staff is continuing to work with CBO procurement staff to ensure that sufficient funds are encumbered; with agency liaisons to confirm receipt of goods, and with vendors to ensure timely submission of invoices. Currently, the CBO staff is calling vendors to ask for overdue notices, and to ensure that payments have been properly applied to the account.

Quality Assurance

Through a joint effort between the Operational Services Division (OSD) and the Office of the State Comptroller (OSC), the next steps in Quality Assurance have begun. One CBO agency took part in the initial pilot review process, and eleven additional CBO agencies were reviewed during the first roll-out of the review.

The review consists of the evaluation of six performance measures. The six measurement categories are:

- ◊ RFR Review
- ◊ COMM-PASS
- ◊ Incidental Purchases
- ◊ Financial Review
- ◊ Bill Payment Policy Performance
- ◊ Audit Findings

Not all agencies are evaluated on each category. For example, if agencies have not been audited through the Single Audit, they cannot be evaluated on that category. Based on the outcome of the review, OSC and OSD calculate a numeric rating which determines the level of risk associated with increased delegation lev-

(Continued on page 5)

HR/CMS—Human Resource/Compensation Management System

The chart below details the order in which employee deductions are taken. The description that will appear on your pay advice for each deduction is listed.

DEDUCTIONS	DESCRIPTION	PAY PERIOD
Federal	Fed Tax	EVERY
Medicare	Med Tax	EVERY
State Taxes	State	EVERY
Retirement	State Ret	EVERY
Adjustment to Retirement	Adj Ret	▨
Alternate Retirement	Alt Ret	EVERY
Wage Garnishment	Garnish	EVERY*
Emergency Advance Payback	AdvPaybck	▨
Makeup Retirement	MakeupRet	▨
Basic Life Insurance	Life Ins	FIRST
Basic Health	HealthIns	FIRST/SECOND
GIC Optional Life	Life Ins	SECOND
Long Term Disability	LTD Amt	FIRST
Dental/Vision (Jud. Branch mgmt.)	Dent Vis	FIRST

DEDUCTIONS	DESCRIPTION	PAY PERIOD
Dental/Vision (Executive Branch mgmt.)	Dent Vis	SECOND
Special Insurance	Spec Ins	EVERY
Union Dues	Union Due	EVERY
Agency Fee	Agncy Fee	EVERY
Union Special	UnionSpec	VARIES
Dependent Care Assistance Program	Dep Care	FIRST/SECOND
Dependent Care Program Fee	DCAP Fee	SECOND
Tax Shelter Annuity Plan	TSA	EVERY
Deferred Compensation	Def Comp	EVERY
Savings Bond	Sav Bond	VARIES
COMECC	COMECC	EVERY
MBTA	MBTA	FIRST
Commonwealth Fee	Comm Fee	EVERY

* Determined by court order

▨ As occurs

The following payroll calendar is to meant to assist you in the transition to biweekly pay. Please refer to it for planning purposes.

If you have any questions regarding your pay advice, please direct them to your Human Resources contact at the CBO.

If you are unsure of your contact, please refer to our Intranet site at: www.anf.cbo-state.ma.us and look under General Information, then Staff Contacts, and click on your agency.

HR/CMS 2000 Payroll Calendar

February		18*	
March	3	17	31
April	14**	28	
May	12	26	
June	9	23	
July	7	21	
August	9	18	
September	1	15	29
October	13	27	
November	10	24	
December	8	22	

* First HR/CMS pay advice for PMIS employees

** First HR/CMS pay advice for CAPS employees

Update on the Abolition of County Government

County	Date
In Process:	
Berkshire Sheriff's Department	7/1/00
Berkshire Court Maintenance & Security	7/1/00
Proposed:	
Plymouth County	7/1/01
Suffolk Sheriff's Department	7/1/01
Bristol County	7/1/02
Nantucket County	7/1/02
Completed:	
Franklin County	7/1/96
Middlesex County	7/1/97
Hampden County	7/1/98
Worcester County	7/1/98
Hampshire County	1/1/99
Essex County	7/1/99
Suffolk Registry of Deeds	7/1/99
Berkshire Registry of Deeds	7/1/99
Remaining:	
Norfolk County	
Barnstable County	
Dukes County	

notables... *(Continued from page 1)*

as of December 6, 1999. Ann has been working at FAD since 1996, serving as a Fiscal Policy Supervisor since 1997. She holds a Master's degree in Public Administration from Syracuse University, and a B.A. in Economics from the University of Massachusetts. We look forward to working with Ann on key initiatives.

The CBO also welcomes ABIGAIL BURNS, a former Commissioner, as the new Chairperson of the Appellate Tax Board. Ms. Burns replaces the former Chair, KEN GURGE, who is now working with Deloitte & Touche. We wish Mr. Gurge continued success, and look forward to working with Ms. Burns.

Births: SHAB KHAN, former CBO Director of Procurement and Revenue/Chargebacks, gave birth to her third son, Hasan, on November 8th, 1999.
KATHY REILLY of OSD gave birth to her first child, Jill Elizabeth Reilly, on January 24th, 2000.
Congratulations to Shab, Kathy, and their families!

CBO Changes: BARBARA AIKEN, former CBO Human Resource Specialist, has gone back to her roots at the Fiscal Affairs Division where she is enjoying her new management role as Office Director.
KATHRYN MACFADEN, former Payables Specialist, has gone on to the Office of Childcare Services where she has a new role as a Program Coordinator.
CHRISTINE SCOTT, who was a Revenue/Chargeback Coordinator at the CBO, has received an internal promotion. She is now our newest Budget Analyst, concentrating on ATB, CBO, HRD, and MODR.
IDIR GHERBI is the latest addition to the CBO, as a volunteer LAN intern. Idir will be working with the LAN team two days a week to familiarize himself wtih day-to-day PC/NT network support, in order to strengthen his skills in network administration.
Congratulations and best wishes to all in their new positions!

Fiscal Bulletin... *(Continued from page 3)*

els. The increased delegation can entail up to $50,000 for encumbrances, a $5,000 incidental purchase threshold, and the ability to participate in the credit card contract. With the exception of two agencies, all those that have been reviewed have been given the ability to request increased levels.

The agencies that have not yet been reviewed, will be done in the coming weeks. Once the review is complete, a joint letter will be mailed by OSD and OSC notifying you of the outcome. We will work with you to implement any requirements that are necessary. If you have any questions regarding the Quality Assurance reviews, please feel free to contact us.

> *"Forgiveness is the fragrance that the flower leaves on the heel of the one that crushed it."*
> *—Anonymous*

Saltonstall Relocation

All of the CBO customer agencies which were previously located in the Saltonstall Building on Cambridge Street have relocated. Following is a listing of their new Boston addresses:

Administrative Law Appeals (ALA)
133 Portland St., 3rd Floor
727-7060

Appellate Tax Board (ATB)
399 Washington St., 3rd Floor
727-3100

Civil Service Commission (CSC)
One Ashburton Place, Room 503
727-2293

Mass. Office of Dispute Resolution (MODR)
One Ashburton Place, Room 501
727-2224

Tech Talk

Y2K AOK

The CBO LAN team thankfully ushered in the new millennium with relative ease. All critical and essential computer systems rolled over the most celebrated four digits in human history with barely a hair out of place. CBO staff were on on site continuously from Friday, December 31,1999, to Sunday, January 2, 2000, in order to ensure a smooth transition. We now take the first month of the new millennium to catch our collective breath and turn our focus from upgrading workstations, servers, and applications to the business of making our environment more efficient, cost-effective, and stable in the coming year.

The upcoming year will find the CBO LAN team exploring new technologies in such diverse areas as automated software distribution, high availability/redundancy, and centralized network administration, while continuing our commitment to bringing you the best day-to-day operations service that we can provide.

Thank you for all of your efforts over the past year in helping us to achieve our Y2K compliance goals, and good luck in the new millennium!

STAR 2000

Save the dates of April 5th & 6th, 2000, when the Commonwealth's STAR 2000 exposition is scheduled to enter the new millennium at the Bayside Exposition Center.

It's dual purpose will be to offer education workshops for personnel from Commonwealth departments, cities, and towns; and to provide an exposition for contractors who are currently on statewide or multi-department contracts with the Commonwealth—all under one roof!

For more information, please visit the STAR website at: www.magnet.sate.ma.us/osd/star.

the central news

Executive Office for Administration and Finance

Central Business Office

Volume VIII

Summer, 2000

GOVERNMENT DOCUMENTS
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From the Desk of Mary Ann Bradley...

It is with mixed emotions that I write my final snippet for The Central News.

As the fiscal year comes to a close, so too will my adventure with the Central Business Office. Throughout my tenure as Director, I have had the opportunity to work with many dedicated and talented individuals within state government, and specifically within agencies under the ANF secretariat.

I especially want to thank department heads and liaisons who embraced the concept of the CBO and assisted in its evolution from theory to practice. With your support, I have attempted to transform administrative functions into an organization that would add value to your day-to-day operations. My hope is that the CBO has effectively centralized services, allowing you to better serve your customers.

My tenure with the CBO has been an outstanding learning experience which has prepared me for my next challenge at MassPort. In building the CBO, I have learned that everyone is important to the process. Without the input from many people from numerous agencies acting in varied capacities, the CBO would not have achieved many of its successes. Additionally, I have learned that treating all people with respect and kindness, regardless of rank or stature, is the surest way to build effective teams.

Finally, but most importantly, I want to thank the CBO team members, past and present, who continually strive to improve service delivery to our customers. You have provided me fond memories and lasting friendships.

Thanks for a wonderful experience.

notables...

Welcome to the new Secretary for Administration & Finance, **Stephen P. Crosby**. Mr. Crosby has more than twenty years of experience in the private sector as an entrepreneur and business developer within the multi-media and publishing industries, and began his career with over ten years of various government and political service. Secretary Crosby has asked **Janice Reilly** to join ANF as the Chief Administrator for the Executive Office. Ms. Reilly comes to ANF from BSMG Worldwide where she worked as a project director. We look forward to working with both of them.

The CBO wishes former Secretary **Andrew Natsios** much continued success in his new endeavor as the Director of the Central Artery Project (Big Dig), and as Chairman of the Massachusetts Turnpike Authority. To assist in this mammoth effort, Andrew has called upon **Kate Almquist**, **Joe Landolfi**, **Tim Sullivan**, and **Janet Granara**—all formerly of ANF—to join him at the Mass. Turnpike. Andrew's proven track record of fiscal responsibility and accountability will enable the project to take the necessary corrective actions. The CBO has enjoyed working with each of them and has every confidence that they will successfully move the Turnpike in the right direction.

John Simon will be leaving the ANF Research & Development Unit for Harvard Pilgrim Healthcare, where he will be Manager of Business Finance and Strategic Planning. John worked closely on the creation of the CBO, and has been a key person for MBTA issues and many ANF priority initiatives. We wish him much luck in his new position.

Congratulations to **Christine Donohoe** of the CBO on her recent promotion to Director of Procurement and Revenue. Christine has worked within Accounts Receivable and Procurement at the CBO, and formerly at

(Continued on page 5)

The Latest from Human Resources

Customer Satisfaction

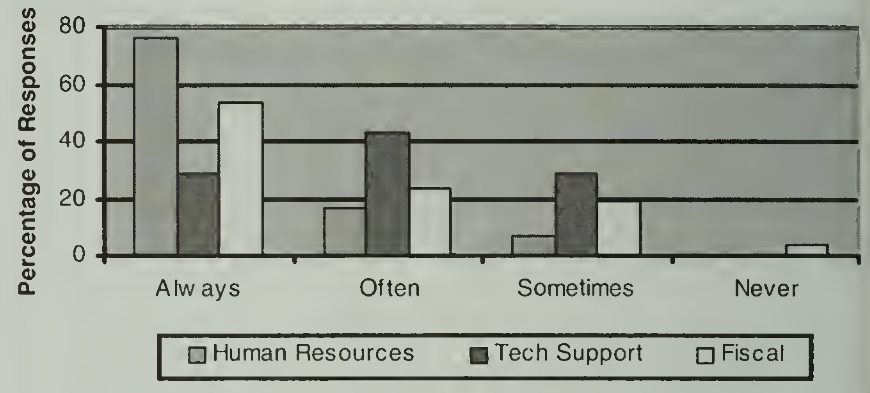
One of the CBO's top priorities is customer satisfaction. We strive to make it easy for you—employees of CBO agencies—to conduct business, solve problems, and plan for the future. While your satisfaction is our goal, we realize that we do not always achieve it. Earlier this year, we distributed a survey to help us identify areas where we need to improve. Thank you to the many people who took the time to complete the survey questions.

We would like to share some of the survey results with you. Although the overall results were positive, you helped us to identify areas that need some improvement. One of our goals for the coming fiscal year is to respond to the survey by modifying problematic business processes.

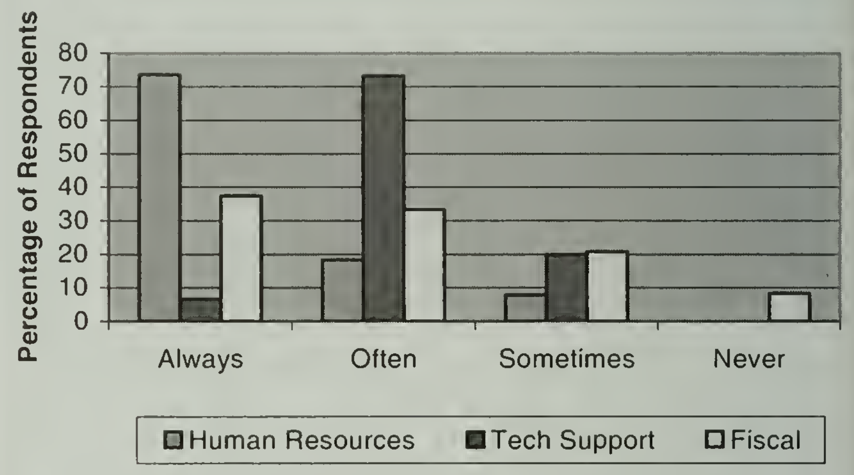
By summarizing each respondent's scores, we learned that, on average, the CBO always met 59% of respondents' needs and often met 35% of respondents' needs. Two people felt that, on average, the CBO never met their needs. In general, respondents were very satisfied with the Human Resources staff. They were often, but not always, satisfied with service from the Technical Support Team. Satisfaction with Fiscal staff varied quite a bit. The three graphs on this page illustrate these patterns.

The CBO has shared the survey results with all staff members. We are working together to identify internal procedures and practices that hinder customer service improvements. Our next step will be to generate ideas to address these areas. We are hopeful that the survey results will serve as a reminder to staff that we can always improve. At the same time, your many supportive and encouraging comments were greatly appreciated. We thank you.

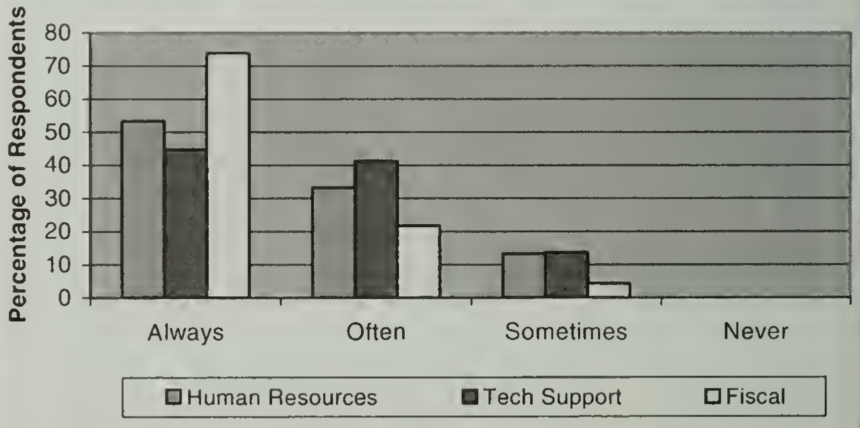
Question 9:
Does the CBO Help You Resolve Problems?



Question 10:
Are You Notified When a Problem is Resolved?



Question 13:
Are Employees Available when You Need Them?

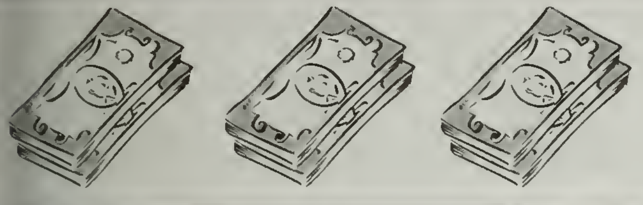


For more articles relating to Human Resources, please see page 6.

21st Century Words

Percussive Maintenance: The fine art of whacking an electronic device to get it to work again.

Tourists: People who take training classes just to get a vacation from their jobs.



Fiscal Bulletin

Latest Report on Accounts Payable

Date Stamp
The CBO is appreciative of agencies that are date-stamping their invoices. As you know, the Office of the State Comptroller (OSC) is reviewing the payment practices of the Commonwealth, and has updated MMARS Memo 289 to remind agencies to date-stamp all invoices. As of the end of the second quarter, the average number of invoices paid within 30 days for CBO-supported agencies is approximately 83%.

Streamlining the Payment Process
The newly-improved payment process has been successful. All agencies are participating in the new process and the accounts payable staff is paying bills in a more efficient manner. We continue to encourage agencies to send invoices in as soon as possible to take advantage of the discounts offered by vendors. Also, it is important to return disputed invoices to the vendor as soon as an issue arises. The vendor is required to send a new invoice once the issue has been resolved.

End-of-the-Year Processing
The accounts payable period begins on **July 1st** and will continue through **August 31st**. We encourage agencies to send in the invoices as soon as possible. As you know, during the months of July and August payments for both FY2000 and FY2001 will be made.

Telecommunications Audit
A Master Service Agreement (MSA #ST0T091) has been established for telecommunications service audit. This contract has been awarded to Profit Enhancement Services and Cost Control Associates. These vendors will audit the telephone bills to ensure the telecommunications service billings are accurate and that agencies are not being billed incorrectly. The services provided are free—however, if they find a refund they will keep a percentage. If there is no refund, then there is no charge to the agency. Joanna Scanzillo, CBO accounts payable specialist for telecommunications, will be contacting you to encourage you to take advantage of this great opportunity. If you decide to have your telecommunication bill audited, Joanna will begin processing the paperwork through the Comptroller's Office to contract with these vendors.

Budget Unit Update

The *FY2001 Budget* process in well on its way. Since the last update, the Governor and the Committees on Ways and Means have released their budgets. The CBO budget unit is responding to ongoing questions from the legislature. It is anticipated that the FY2001 budget will be approved in early July.

FY2000 Financial Reports and Payroll Projections are continually updated and submitted to agencies on a monthly basis. Ongoing meetings take place as needed with agency liaisons. Since House One has been loaded, the budget unit is also in the process of preparing the FY2001 financial reports.

FY2001 GAAP package has been distributed by the Office of the State Comptroller. The budget unit will complete the forms and forward them to agencies for your review and approval. The GAAP package is due at the Comptroller's office on **August 11th**.

The Multi-State EMall tm

The CBO was a very active participant this past fall in the pilot program for The Multi-State EMall tm. Three CBO agencies were involved—Information Technology Division, Operational Services Division, and the Executive Office for Administration & Finance. The pilot was successful and the EMall is now moving towards statewide implementation. As of May, the EMall was brought back online for the pilot agencies. The CBO has been an eager participant and end-of-year purchases, including Big Buy orders, have been placed through the EMall for the three pilot agencies. The EMall facilitates faster delivery of ordered items, which has been helpful—most particularly at year end. Additions to the original pilot vendors bring the total number of EMall vendors up to ten, making the EMall an even greater tool with participants such as New England Office Supply, Corporate Express, ASAP, CompuCom, Dell, and Gateway. The EMall team is in the process of developing an integrated system with MMARS, which is slated for

(Continued on page 5)

Tech Talk

Computer Viruses and the Central Business Office's Defense Implementation

Within the past few months, the CBO has been hit by various computer viruses and "bugs", the most notorious being the "Love Bug" virus. This virus is what is referred to as a "worm". These are insidious creatures because they rely little, or not at all, on human behavior to spread themselves from one computer to others, whereas a typical virus is often passed by way of application file, diskette, or downloaded from the Internet without intention. Although preparing for these viruses may seem futile as so many new viruses emerge daily, there are many common-sense procedures that will enable computer users to protect their PC's at home and at work.

When the first computer virus was detected in 1986, there was only *one* virus recorded that year. Today, some 10 to 15 viruses are charted *daily*, and we can only conclude that this number will also increase as access to technology broadens. These statistics can easily be negated by the diligence of both users and administrators. Anyone who has had the misfortune of having their hard drive lost to infection will attest to the fact that virus protection is well worth the time and money. If you don't have virus protection for your home PC, we highly recommend investing in virus protection software. There are scores of different companies vending virus protection, and also a wealth of knowledge available for free via the Internet. (See sample websites listed at end of article.)

The CBO LAN team has integrated Symantec's Norton Anti-Virus software as a means of offering virus protection for our desktops and network servers. The installed software offers us real-time communication with Symantec, which conveniently distributes new virus definition sets and virus alerts, which are received worldwide. This explains why we often hear of these plagues spreading through places abroad before reaching th United States (CNN and other mass media outfits are a good source of information.) CBO administrators use Norton Anti-Virus to routinely scan our servers for infected files and folders, while anti-virus software also is used for all of our mail servers (Exchange Servers) which sometimes filter some hundred viruses weekly. Symantec's website is updated for fixes and advice for the infected user at http://www.symantec.com/resource.html.

There is no better protection as a PC user than to be well informed, as virus updates are available both in the news and online (resources available below). For many worm viruses like the "Love Bug", you are not infected until the attachment is opened–so being able to spot the characteristics of infected attachments permits you to delete e-mail before your PC is contaminated. Part of being well-informed is knowing the peopl with whom you correspond frequently, and being suspect when you receive e-mails from people you don't know. Always be suspect of attachments *period*, and never set any e-mail editor to "automatically open an attachment." Lastly, it cannot be emphasized enough how important it is to backup *all* crucial data. This will cut anyone's losses in case of infection

Sample websites regarding vendors of virus protection:

- http://www.virusbtn.com/
- http://pages.prodigy.com/virushelp/
- http://www.datafellows.com/vir-info/
- http://www.einet.net/galaxy/Engineering-and-Technology/Computer-Technology/Security/david-hull/galaxy.htm

notables... (Continued from page 1)

the Group Insurance Commission where she was always an outstanding contributor.

Tom Smith, the Information Technology Division (ITD) Information Warehouse Director, has moved on to a new challenge at the Mass. Educational Finance Authority (MEFA). Tom has been working closely on the Information Warehouse since it's inception, and has ensured that the evolution of the Data Warehouse grew with the needs of the Commonwealth—the most recent example being HR/CMS. The CBO thanks Tom for his constant support, and wishes him well in his new role.

Former Chief Financial Officer at the Executive Office for Environmental Affairs, **Steve Barnard**, has been named the new Deputy Director of the Fiscal Affairs Division. Congratulations!

Congratulations to **Adelia DelTrecco** of Developmental Disabilities and her husband, Carmine, on the birth of their son. Nicholas was born on March 10th and weighed in at 6 lbs. 10 oz. and was 18 ½ inches long. Additional congratulations to **Paul Dietl** from the Human Resources Division on the arrival of his beautiful daughter. Paul and his wife, Sue, are the proud parents of Anna, born on April 11th .

Year 2000 changes at the CBO... With the new millenium, the CBO has seen a flurry of staff activity—wonderful new opportunities for some, and great additions to our office as well. Welcome to **Lucy Colon**, Payables Specialist, who came to us from the Department of Employment and Training; **Bob Oliver**, Revenue/Chargeback Coordinator, who previously worked for CNA Insurance; **Amy Fu** and **Ronni Lieberman**, Purchasing Specialists. Ms. Fu transitioned from the Public Employee Retirement Administration Commission, and Ms. Lieberman from the Mass. Jobs Council. **Bonnie Cunningham**, Human Resources Specialist, joins us from Arbor Associates and has previously logged many years in state government, including with the State Police, Public Safety, and the Department of Personnel Administration. Former interns, **Idir Gherbi** and **Kevin Sullivan,** will be taking on new roles as Jr. LAN Administrators.

(Continued on page 6)

Fiscal Bulletin... (Continued from page 3)

completion in the fall. When fully integrated, the EMall will improve efficiency in ordering, delivery, and paying bills. The EMall is an interesting project with fantastic potential, and the CBO is excited to be involved in the program.

Saltonstall Relocation Update

The supplemental request to finish the relocation of Saltonstall agencies to other spaces has been approved. It is anticipated that all agencies will be relocated by the end of this fiscal year. The only agencies remaining in the Saltonstall building are DCAM and EOEA. For a listing of the agencies' new addresses, please visit the BSB website at *www.state.ma.us/bsb/agencymoves.htm.*

Closing FY2000/Opening FY2001

As we approach June 30th, ending fiscal year 2000 and beginning FY2001, there are several key dates and issues for Procurement and Revenue that need to be considered. Encumbrances in excess of $25,000.00 and Big Buy orders had to be in place by May 31, 2000. Most departments have taken part in the annual Big Buy program to ensure that technology is at an appropriate level, and are awaiting delivery of the ordered items. Throughout the month of June, the procurement unit will be examining FY2000 encumbrances to determine if they are sufficiently funded, and will be contacting agencies with any necessary changes. As with every fiscal year, all items purchased or services delivered that will be paid for with FY2000 funds, must be delivered by **June 30th**. Both procurement and accounts payable staff will be working with departments to ensure adequate encumbrances exist to cover routine goods and services, such as telephone bills and bottled water, between now and the end of June.

In opening the new fiscal year, line items recommended in the Governor's budget (House One) were loaded into MMARS during the first week in May, allowing for the FY2001 encumbering to begin. The CBO procurement unit will be working closely with each agency to ensure all necessary service contracts are processed in order to start the new fiscal year. Contracts must be in place for contractor payroll prior to **July 1st** . Therefore, the CBO is requesting that all paperwork be forwarded to our office by **June 21st** .

(Continued on page 6)

Fiscal Bulletin... (Continued from page 5)

On the Revenue front, all revenue received through June 30th, 2000, will be posted to fiscal year 2000. All checks must be received at the CBO by the end of the business day on June 30th for accurate depositing and posting.

If you have any questions during the final days of the fiscal year, please don't hesitate to contact any one of your contacts at the CBO for guidance!

* * *

Deferred Compensation

As a Commonwealth employee, you are eligible to participate in a Deferred Compensation Plan (DCP). This is a unique retirement savings and investment program allowed by federal tax law with the following benefits:

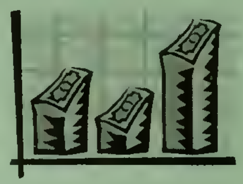
- You choose the amount you want to save.
- Your contributions are automatically made through the convenience of payroll deduction.
- You won't pay any current federal income tax on your DCP savings. The amount you choose to save in your DCP is subtracted from your income before you calculate your federal income tax.
- You won't pay any current income tax on the interest or investment earnings that build up in your DCP.
- You can increase your retirement savings without reducing take-home pay.
- You won't pay federal income taxes on DCP savings until you receive money from your plan account -- usually during your retirement years, when you may be in a lower tax bracket.

The Commonwealth's DCP has recently selected Aetna Financial Services to be the new plan administrators. Employees currently enrolled in the plan through the Copeland Companies will receive a confirmation statement from Copeland on June 26th. This confirmation will validate the dollar amount of your deferred compensation benefits, which were transferred during the transition. The confirmation will also reflect each of the investment options to which amounts were transferred at the time of the transition.

Employees may join the plan at any time. The maximum deferral allowed each year is 25% of gross annual compensation, not to exceed $8,000. If you would like more information, you can visit their web site at www.aetnafinancial.com/custom/mass, or you may contact the Central Business Office, Human Resources, at 727-8181.

Savings Bonds

Making Your Money Grow...



Saving for a child's education, retirement, vacations, or a down payment on a new home? Plan for the new millennium by joining or increasing your participation in a regular savings plan that will help you achieve financial security for whatever lies ahead.

When you enroll in the U.S. Savings Bond Payroll Savings Plan, your savings are set aside for you before you receive your paycheck. No decisions, no hassles. Today's bonds pay competitive interest rates and the interest accrues monthly. There are even more great reasons why U.S. savings bonds are an intelligent way to save, just ask current savers.

For more information, contact your agency liaison at the Central Business Office, 727-8181.

notables... (Continued from page 5)

Farewell to: **Awilda Rivera**, who has accepted a position as Assistant Payroll Director for the State Police; **Charlene Collins**, who is now working in Procurement, Payables and Budget at the Sex Offender Registry; **Karim Hadidi**, who has a new role at ITD working on the Centralized Mail Project; **Jon Haywood**, who is now Vice President and co-owner of National Home Inspection Service of New England; **Mark McDevitt**, who has been working as a Financial Analyst/Senior Accountant at Feinstein Kean Healthcare since February; and **Rich McDonald**, who has been a Systems Administrator at ITD in Chelsea since February.
We wish all of our former colleagues much contin- ued success!

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the central news

Executive Office for Administration and Finance

Central Business Office

GOVERNMENT DOCUMENTS COLLECTION

JAN 2 3 2001

University of Massachusetts Depository Copy

Volume IX

Fall, 2000

IN OUT FROM THE DESK OF...

Julia Burns

Welcome to the Fall 2000 edition of "*the central news*"! We here at the CBO are committed to developing stronger working relationships with you, our customers, and to understanding your critical—and sometimes changing—priorities. I would like to extend a standing invitation for any and all feedback.

As this newsletter goes to print, thanks to the collaboration with agency heads and liaisons, we have completed your Fiscal Year 2001 Spending Plan. This plan will serve as our guide for fiscal activity throughout the year. As in previous years, we will be preparing regular financial reports that will provide budgetary, encumbrance, and payment activity for each account.

We remind everyone that (for the first time) any unused vacation leave exceeding the two-year-maximum carryover, will be forfeited at the end of December. Individual "use or lose" letters have been sent to affected employees.

In addition to our ongoing fiscal, human resource, and LAN management activities, the CBO is pleased to participate in a number of innovative projects such as the Multi-State Email, Virtual Private Network, and MassMail.

Most importantly, the CBO staff congratulates all nominees and winners of the Commonwealth Citation for Outstanding Performance!

—Julie

notables...

We extend a warm welcome to **Michael T. Alogna**, who recently joined the Executive Office as Assistant Secretary for Management and Operations. He has over twenty years of experience in government financial operations, most recently at the Trial Court of Massachusetts. Assistant Secretary Alogna will direct projects aimed at the highest and best value in terms of good public policy (i.e. affordable housing per the Governor's housing initiative). He regards the individual employee's ideas and initiatives among the most important assets of the Commonwealth. Other projects include surplus property and construction reform. **Rose Bonaventura** will be working with Mr. Alogna on construction reform.

Welcome also to the following:

Monserrate Quinones joined the Executive Office in July. She is Special Assistant to Governor Cellucci and Director of the Affirmative Market Program.

Carlo DeSantis is the new Assistant Director of Research and Development at ANF. He comes to ANF from the Mass. Department of Housing and Community Development where he was a Policy Development Coordinator.

Dorca Gomez was sworn in as Chairwoman of the Commission Against Discrimination (MCAD) by Lieutenant Governor Jane Swift on September 27th. Ms. Gomez brings to the Boston office her noted strength in management skills. As one of the Commissioners in the Springfield office, she was largely credited with reducing the Springfield-based portion of MCAD's backlog.

Cynthia Tucker was recently appointed to replace Ms. Gomez as one of the Commissioners in the Springfield office.

Fredie Kay has resigned as Executive Director of the Office of Dispute Resolution (MODR) for family reasons. Her daily responsibilities as Director included evening work and travel, which coupled with her husband's constant travel schedule meant that they were getting sitters to be with their children during both days and evenings. We wish Fredie much fulfillment as she becomes an FTM (full-time Mom) and spends more time with her children, ages 5 and 9. **Susan Jeghelian** has been named the new Executive Director. She has been with MODR for many years, most recently serving as Director of Court Programs.

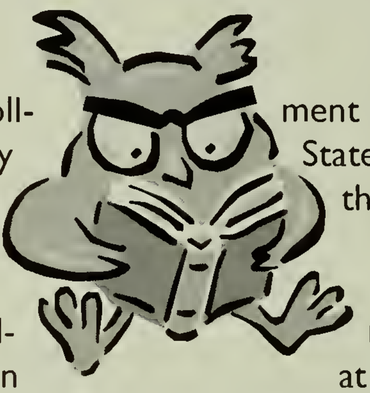
The CBO would like to extend our best wishes to LAN intern, **Kevin Sullivan**, who recently left to study computer science at Northeastern University. Kevin began his tenure with the LAN team just over two years ago as an intern network engineer. He will be missed not only for his technical skills, but for his good nature and helpfulness. We wish him much luck as he furthers his education!

The Latest from Human Resources

TUITION REMISSION PROGRAM

The Commonwealth offers a tuition remission program that is available to full-time state employees and their spouses. Following, are the guidelines for the tuition remission program administered by the Human Resources Division:

- Tuition remission is available to full-time state employees and their spouses, if at the time of application the employee has at least six months of full-time or equivalent part-time services with the Commonwealth. In case of a break in service, employees will be credited with previous service as long as the break has been less than three years.



- 100% tuition remission shall apply to enrollment in a state-supported course or program at the undergraduate or graduate level at any State Community College, State College, or the University of Massachusetts (excluding the MD program at the University of Massachusetts Medical School).

- 50% tuition remission shall apply to enrollment in a non-state supported course or program offered through continuing education at any State Community College, State College, or the University of Massachusetts (excluding the MD program at the University of Massachusetts Medical School). HRD administers this program for eligible state employees and their spouses as follows:

    * Managerial and confidential employees in the Executive Branch
    * All non-union employees of Constitutional Offices (Governor, Lieutenant Governor, Secretary of State, Attorney General, State Auditor, State Treasurer)
    * Employees in the Executive Branch and the Attorney General's office covered in Units 1, 3, and 6 (NAGE), Units 2, 8, and 10 (Alliance), and Unit 9 (Moses)

- Other state employees should consult with their Chief Personnel Officer for applicable tuition remission policies and procedures. The Chief Personnel Officer is usually the Signatory Authority for the agency.

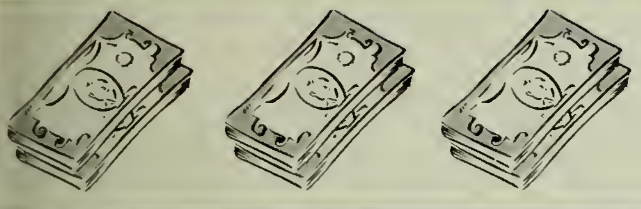
Employees are required to fill out a Tuition Remission Certificate Form. Once the form is approved it will be returned to the employee to bring with them to register for the course.

For information on tuition remission, call the Central Business Office at (617) 727-8181 and ask for your agency liaison. You can also call the Human Resources Training Group at (617) 727-3777 Ext. 581.

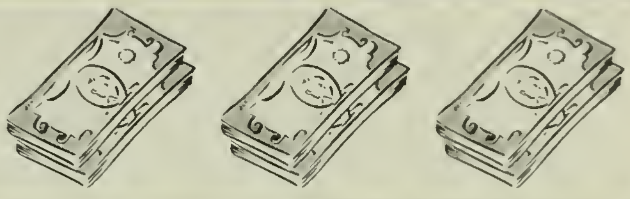
Statewide Direct Deposit Report

Following is a list of CBO customer agencies and their Direct Deposit status. The goal is to reach 100% participation!

Administrative Law Appeals, 100%
Developmental Disabilities, 100%
Appellate Tax Board, 96%
Executive Office for Administration & Finance, 96%
Human Resources Division, 95%
Information Technology Division, 95%
Fiscal Affairs Division, 94%
Operational Services Division, 93%
Bureau of State Buildings, 92%
George Feingold Library, 89%
Mass. Commission Against Discrimination, 83%
Mass. Office on Disability, 79%
Civil Service Commission, 71%



Fiscal Bulletin



Latest Report on Accounts Payable

End of FY2000
The closing of FY2000 was a success! The accounts payable staff worked diligently to ensure timely payment of bills in accordance with the Commonwealth's Bill Paying Policy. In January, accounts payable staff implemented a payment process that eliminated hand-written payment vouchers. This new process substantially reduced preparation time. The change has been very effective and assisted in the number of payments processed within 30 days increasing from 74.5% to 89.0% —an average increase of 14.5%.

Budget Unit Update

FY2001 Spending Plan/FY2002 Maintenance Estimate:
The FY2001 GAA was loaded into the MMARS system in early August. The FY2001 spending plans/FY2002 maintenance estimate forms were distributed to agencies on August 23rd. The CBO budget analysts are currently working to prepare preliminary documents for the completion of the FY2001 spending plans and the FY2002 maintenance estimate for agency reviews. Completed spending plans were submitted to the Fiscal Affairs Division on September 20th.

Financial Reports and Payroll Projections:
The final FY2000 financial reports and the FY2001 financial reports and payroll projections with activity through August 31st have been updated and are slated to be sent to agencies in mid-October.

Affirmative Market Program Update

The Affirmative Market Program has a new director. Monserrate (Monsi) Quinones joined the Executive Office for Administration and Finance on July 10th as Special Assistant to Governor Cellucci. She is working with the Deputy Director, Adriana Isaza, to complete the FY99 AMP report. To get an insight of what agencies' thoughts are of the AMP program, Monsi sent out a survey to coordinators.

In FY2001, Nilsa Morales and Christine Donohoe will act as co-coordinators on behalf of the CBO agencies. Together, they will work to ensure that agencies meet their benchmarks, which will be established in the fall using spending plan information.

"Do just once what others say you can't do, and you will never pay attention to their limitations again." —*James R. Cook*

"Making the simple complicated is commonplace; making the complicated simple, awesomely simple, that's creativity." —*Charles Mingus*

The Multi-State EMall tm

The Multi-State EMall tm is now moving into the next phase. The Operational Services Division (OSD) has requested that the CBO begin purchasing through the EMall for all of our agencies. On August 21, 2000, the procurement unit placed the first order for the Bureau of State Office Buildings (BSB) with New England Office Supply. The order was received the following morning. CBO is currently using the EMall for orders from the four vendors currently active: New England Office Supply, ASAP, Xpedx and Gateway. The members of the procurement unit have found the sites and catalogs extremely user-friendly and believe the information regarding products is clear and informative. The greatest advantage at this point in time has been the decrease in delivery time.

The future holds more additions of vendors and capabilities for the EMall. OSD is working to add more vendors on statewide contracts—several will soon be up and running. Integration with MMARS is planned for later this year. This will lead to less data entry for the procurement and payables units. The automation will help decrease the opportunity for human error in data entry in MMARS, as well as at the vendors' locations.

Procurement Delegation and Incidental Purchases

The Quality Assurance Unit, a joint initiative of the Operational Services Division (OSD) and the Office of the Comptroller, has been conducting Quality Assurance Reviews. The results of these reviews can lead to increased delegation levels of $25,000 or $50,000 and incidental purchase levels of $2,500 or $5,000. The reviews look to determine the agencies' adherence to policy and procedures in the following areas: Requests for Responses (RFR's), contracts, incidental purchases, Comm-PASS, audit findings, and bill paying experience. Many agencies have completed this process and have had their delegation levels increased. The increase in delegation will allow agencies to process procurement documents without approval from the Office of the Comptroller for services and OSD for the purchase of commodities, therefore decreasing the time involved in completing the encumbrance process. The incidental purchase increase will enable agencies to process one-time, non-recurring goods or services up to their increased level. This will also save time and resources by eliminating the writing of many requests.

Tech Talk

Remote Access to Your Desktop

Do you need to access your E-mail and calendar from home or on the road? Do you telecommute and need access to documents in network folders? The CBO LAN Team is rolling out the virtual private networking (VPN) service that will allow secure remote connections to your desktop systems over the Internet. With remote access, you can stay in touch with the office from home or on the road.

How does it work? You use your Internet Service Provider (ISP) to connect to the same Microsoft Exchange servers operated by the CBO LAN Team to provide E-mail, network files, and other desktop services for agencies supported by the CBO. The VPN service encrypts your session over the public Internet so the session is "private." You can connect anywhere there is an ISP, such as over the telephone lines, cable modems, or over the newer xDSL services. Only people authorized in advance will be allowed the remote access connectivity.

Right now, the CBO LAN team is developing alternative configurations for your home computer using Microsoft's Outlook desktop products. The first pilot group of people is testing the VPN for remote access using the same Outlook product as used on their desktops at One Ashburton Place. The tests revealed that a high degree of knowledge is required to configure a considerable variety of personal home desktop configurations. Lots of personal support and patience are required. Once configured, the VPN for remote access works very well, especially over the higher speed DSL and cable modem ISP connections.

Another configuration, called Outlook Web Access, requires almost no changes to your home computer. The second pilot group of people is scheduled to pilot this configuration during October-November, 2000. The version of Outlook Web Access available for Exchange 5.5 is

(continued on page 5)

Windows 2000

Windows 2000 Professional is more secure, efficient, manageable, reliable, and has a higher performance level than Windows NT Workstation 4.0. This is because it takes the new technology of Windows NT and combines it with the ease of Windows 98. It also takes the technology to greater levels through an enhanced design process and the introduction of several new features, like improved memory management.

Windows 2000 has several features that make it easier for users to utilize. First, there's built-in file protection, so users can't delete the system files that are necessary for the operating system to run. It has new technology that enables self-healing applications. If a problem is occurring with an application, Windows will fix it. Windows 2000 has extensively reduced the number of reboots by changing the way hardware and software are installed. It also supports "Plug and Play" so when you add new hardware devices, Windows 2000 will automatically recognize and adapt to them. It also works faster because it supports the newest hardware standards, such as the Universal Serial Bus (USB), Infrared Data Association (IrDA), protocols for wireless communication, and IEEE 1394 for devices that require faster transfer of data.

Windows 2000 makes it very easy for a user to work anytime, anywhere. It has ex-

(continued on page 5)

Windows 2000... (Continued from page 4)

extended notebook capabilities so you can manage your power and make it last longer. Windows 2000 also has something called "Offline Files and Folders" which allows you to work with files offline and update the files automatically when you connect back to the network. You can also cache web pages and their links so you can browse the Internet when you're not connected.

Windows 2000 also builds on the security system of NT. It lets users and administrators select the appropriate level of security for their information. The Encrypting File System (EFS) protects data written to the hard drive (EFS is also a part of Windows NT Workstation). Windows 2000 also protects data traveling through the corporate network and the Internet by supporting several new protocol standards.

Windows 2000 provides tools to make life easier for the administrator as well—whether upgrading or installing on a clean machine. It allows companies to utilize imaging techniques to roll out Windows 2000 on every computer quickly. You can also boot the operating system on a computer whose only software is a network card. Windows 2000 also provides a copious amount of wizards and troubleshooters so users can carry out routine and difficult tasks themselves. Windows 2000 also gives administrators more control over individual desktops. In addition to that, it includes a complete set of management features that help them set up, maintain, and troubleshoot desktops across a business. They can do the same things for Internet Explorer as well. In general, Windows 2000 is much better than NT. Not only is it easier to use and more secure, it also runs faster and supports all the multimedia found in Windows 98 (which NT doesn't).

Meditations from a Simple Path

People are unreasonable, illogical, and self-centered. Love them anyway.
If you do good, people may accuse you of selfish motives. Do good anyway.
If you are successful, you may win false friends and true enemies. Succeed anyway.
The good you do today may be forgotten tomorrow. Do good anyway.
Honesty and transparency make you vulnerable. Be honest and transparent anyway.
What you spend years building may be destroyed overnight. Build anyway.
People who really want help may attack you if you help them. Help them anyway.
Give the world the best you have and you may get hurt. Give the world your best anyway.

—Mother Theresa

Remote Access... (Continued from page 4)

somewhat primitive, but will improve substantially when the CBO LAN Team upgrades the servers to Exchange 2000 in December, 2000.

The results of the remote access pilots and future service development plans for remote access are at the CBO LAN's web page: *www.anf-cbo.state.ma.us* at the VPN site. You can also read about the Acceptable Use Policies, costs, and other information to help you select the best available alternative to meet your remote access requirements.

Each agency is developing an internal policy to provide guidance on the approval process for VPN access. Once you have been approved for access, please use the order form at *www.anf-cbo.state.ma.us* to apply for the remote access service, or call CommonHelp at (800) 335-4702. CommonHelp will open a ticket to assist you with the application and installation of the VPN certificate. You will want to know their number so you can call them if you have any problems with the service. The service will be rolled-out to about 10 new people every 2 weeks beginning November 6, 2000. Applicants will be slotted into groups on a first-come, first-serve basis.

MassMail

The Information Technology Division (ITD) has partnered with Microsoft to design and implement a new centrally administered Commonwealth-wide enterprise messaging system to replace the current Banyan system.

The MassMail project includes the following objectives stated by ITD: Enhance e-mail for Commonwealth users by giving them a more reliable, standard, and efficient messaging system; reduce administration, support, and operational costs involved with supporting many e-mail systems; create a Commonwealth-wide Windows 2000 infrastructure for user authentication that agencies can leverage for future use; provide value-added services, both now and in the future, such as team collaboration, a knowledge management platform, and other workgroup applications; increase the productivity of Commonwealth employees by providing them with an efficient messaging system.

For more information about the MassMail Project, please see the web site at: ***itd.state.ma.us***.

And the Winners Are...

The Central Business Office would like to extend hearty congratulations to the following recipients of the Commonwealth's Citation for Outstanding Performance:

Executive Office for Administration & Finance: **Harry Grossman, Fredie Kay**
Bureau of State Office Buildings: **Robert Brimmer, Joanne DeGregorio, Tammy DelTorto**
Commission Against Discrimination: **Abigail Soto-Colon** *
Central Business Office: **Human Resource Unit**
Civil Service Commission: **Brenda DiCesare**
Fiscal Affairs Division: **Policy Research Project on Homelessness**
Human Resources Division: **Jean Comparetti, Elaine Curtis, Kathleen Folan, Richard Veverka, Andre White, HR/CMS Project Staff**
Information Technology Division: **Val Asbedian, Donna Smith, Y2K Team**
George Fingold Library: **Bette Siegel**
Massachusetts Office on Disability: **Michael Dumont** *
Operational Services Division: **Nancy Burke, STAR PMT, Transportation PMT**

* *Indicates recipients of the 2000 Manuel Carballo Governor's Award for Excellence in Public Service*

Former CBO Director, Mary Ann Bradley, bids farewell to her staff and colleagues...

PRESENTED TO
MARY ANN BRADLEY

Outgoing CBO Director, Mary Ann Bradley, seen here accepting an Employee Appreciation Award from Director of LAN Support, Dan Folloni, during her farewell party held in July. Mary Ann accepted a position at the Massachusetts Port Authority (MassPort) where she is now the Deputy Director of Administration and Finance.

MBTA Fare Increases

As most of you are aware, the proposed increases in MBTA rates have gone into effe One piece of good news relating to the increase is that employees will be eligible to purchase MBTA passes on a pretax basis, f up to $65.00 per month, beginning with the November pass (October payroll deduction Passes that cost more than $65.00 will hav taxes deducted for any pass deduction over $65.00.

The new rates are as follows:

Local bus — $25
Subway — $35
Combo — $57
Combo Plus — $63
Hingham Commuter Boat — $169
Commuter Rail — Zone 1 — $85
Commuter Rail — Zone 2 — $94
Commuter Rail — Zone 3 — $102
Commuter Rail — Zone 4 — $119
Commuter Rail — Zone 5 — $136
Commuter Rail — Zone 6 — $145
Commuter Rail — Zone 7 — $153
Commuter Rail — Zone 8 — $159
Commuter Rail — Zone 9 —$169

For more information on the MBTA, inclu ing schedules and maps, visit the MBTA w site at: ***www.mbta.com***.

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